

CASE STUDY

MWH: Connecting a Network of Team Members



ABOUT MWH

MWH, formerly Montgomery Watson Harza, is a leader in global infrastructure management. MWH has engineered, constructed, financed and managed many of the largest and most technologically significant infrastructure projects in the world. These programs have ranged from designing one of the world's largest hydroelectric plants in South America to helping one of Europe's largest utilities expand its water and wastewater infrastructure.

▶ **The Challenge** | With more than 6,000 specialists in over 30 countries, MWH knew a seamless remote communication strategy was critical to keeping the company's employees, clients, partners and vendors aligned with company objectives. Moreover, MWH needed a service that provided a central location for its many 'road warriors' to meet instantly – from their homes, cellular phones or hotel rooms.

▶ **The Raindance Solution** | As one of the first customers of Raindance's Reservationless Conferencing service, MWH immediately discovered significant time savings by using Raindance's completely automated conferencing service. Each of MWH's over 1,000 Raindance moderators was given their own unique conference ID and PIN to begin a conference at anytime – without the hassle of reservations or operator assistance. Since its first use of Reservationless Conferencing in April of 1999, MWH has become one of Raindance's strategic accounts, consistently logging over 150,000 communication minutes each month.

▶ **The Benefits** | MWH leverages Raindance's reliable, easy-to-use conferencing services across the enterprise to bring key decision makers together to quickly reach resolution on critical issues. Departments also host recurring internal meetings, without the need to distribute new conference access information. MWH's HR team regularly hosts mini-seminars outlining valuable benefits information and updates at scheduled times throughout the day, allowing administrators to choose the best conference time for their schedule. MWH easily conferences with clients and partners while maintaining their standards for professional, timely communication.

"By empowering each employee with their own unique conference ID and PIN, we were able to save a tremendous amount of time previously spent scheduling conferences, as well as streamline both our internal and client communication," says Rebecca Morris, project manager for MWH Americas' IT Delivery Services group. "We've used Raindance with great success in every facet of our business - from delivering time-sensitive internal updates to efficiently training our workforce to creating a central hub of communication for remote or traveling employees."